

DHC Complaints Procedure

Introduction

Members are expected to treat each other with respect and in accordance with the DHC **Code of Conduct**. Actions/behaviours which fall short of what is expected may give rise to complaints related to Club activities, interactions between members, and other issues affecting the Club's operations.

Informal Resolution

DHC is a relatively small club comprising mostly neighbours and friends. As far as possible, any issue should be resolved in a low key manner between the individuals concerned. Where someone has concerns about making a direct approach on their own to the perceived offender, they should speak in confidence to a member of the Committee and seek their support to resolve the issue in a low key manner.

Formal Complaints Procedure

Where a complaint cannot be resolved informally, DHC has adopted the following formal complaints procedure. A complaint may be directed at an individual member, a group of members or indeed against the Club itself.

- A complaint must be submitted to the Club President in written form (email is acceptable). The complaint should specify the nature of the issue, relevant dates and the parties involved. The President should acknowledge receipt of the complaint within 7 days.
- The Complainant is the individual(s) raising the complaint - either club members or members of the public.
- The Respondent is the individual or group against whom the complaint is made.

Complaints against the Club

A complaint against the club will be considered by the Committee or a complaints sub-group of the Committee, who will respond in writing within 14 days. If the complainant is not happy with the response and wishes to take the matter further they should write to the Club President detailing their reasons. The matter will then be referred to an independent third party nominated by the Committee who will investigate the complaint and respond in writing.

Complaints against members - Confidentiality and Fairness

All complaints will be taken seriously and will be dealt with fairly and promptly. They will be handled confidentially with information shared only with those directly involved in resolving the complaint. Everyone involved will be treated impartially and without bias, discrimination or prejudice.

Where the complaint is considered serious enough the Respondent may be suspended by the Committee from the club until the complaints process is concluded.

Investigation

A designated committee member or a neutral party will be nominated to investigate the complaint. The investigation will involve interviews with the Complainant, Respondent and any witnesses. The findings of the investigation and any proposed actions will be communicated in writing (incl email) to the Complainant, the Respondent and the Club Committee. The Committee have a responsibility to ensure that decisions and outcomes are proportionate, fair and appropriate.

Both the Complainant and Respondent have the right to ***Appeal***. An appeal must be submitted in writing (or email) to the Club President within 14 days of the Club's decision being notified to that party. The Committee will review the appeal and notify a final decision on the matter within 28 days.

Disciplinary Actions

The disciplinary actions that may be imposed include :

- ***a warning*** as to future conduct
- ***Suspension*** of Club membership
- ***Removal*** of Club membership
- ***Removal*** from office of a Club Committee Member
- ***Exclusion*** of a non member from the Club temporarily or permanently
- ***Not approving*** a non member's membership application

Record Keeping

Detailed records will be maintained of all complaints, investigations and resolutions for up to 6 years.